



NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Systems Work Advisory Committee

May 11, 2023

Agenda

- BDS Readiness Updates
 - Provider Enrollment Update
 - Enrolled Provider Cohorts
- Crisis Policy
- Family Engagement
- Workgroup Updates
- Focus Groups

BDS Readiness Updates



Readiness Training Schedule

BDS is committed to providing support to service coordinators in preparation for 7/1.

BDS Provider Readiness Meetings

- **BDS Monthly Connection with Service Coordination and Intake Departments**

- Every 2nd and 4th Wednesday of the month from 2-3:30pm.

https://teams.microsoft.com/l/meetup-join/19%3ameeting_YmVmNDM1MDMtNDhhMS00MDE4LWEwM2MtMTJiNDdlZWUzZjQ4%40thread.v2/0?context=%7b%22Tid%22%3a%22992dea9-1c4c-42c8-a310-5088af55ba74%22%2c%22Oid%22%3a%22c3986336-a59e-4f47-aa37-cd2e72c8db70%22%7d

- **BDS Bi-Weekly Provider Readiness Open Office Hours**

- Every other Tuesday from 11-12pm.

<https://nh-dhhs.zoom.us/j/85809901209?pwd=bnEyM0FrdzZXZlZWVXOWF4b0tPanRpQT09>
Meeting ID: 858 0990 1209 Passcode: 201101

- **BDS Monthly Provider Meeting**

- Every 4th Wednesday of the month from 10-11:30am.

https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZWZjYTBjMjUtMzg2Yi00MDYxLWEyYWYtZDFkYmU1NTk3YTYy%40thread.v2/0?context=%7b%22Tid%22%3a%22992dea9-1c4c-42c8-a310-5088af55ba74%22%2c%22Oid%22%3a%227adcb656-a0c6-49b6-992c-55d9d43565e7%22%7d

- **BDS Weekly Meeting with Service Coordination Supervisors**

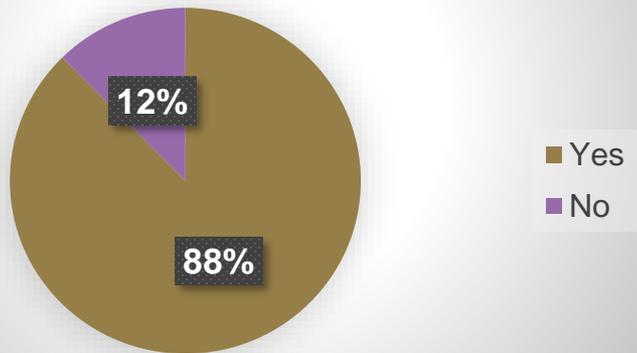
- Every Friday from 10-11:30am starting on May 5th.

Readiness Updates

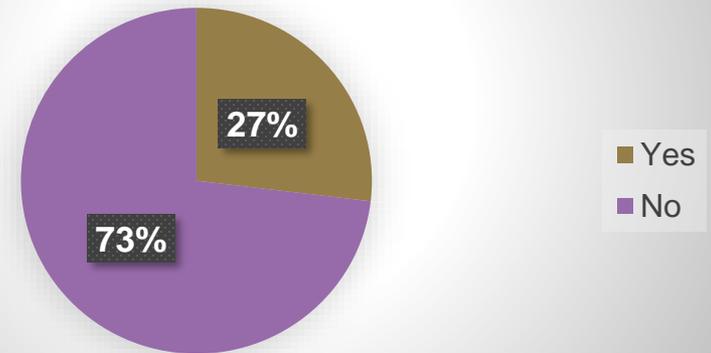
BDS has received applications from 85 of 97 unique known providers.

- BDS is currently supporting provider site visits to expedite application approval.
- BDS is currently reaching out to all enrolled providers to survey their readiness for 7/1 and solicit topics for future trainings to support readiness.

Submitted Enrollment Applications



Approved Enrollment Applications



Enrolled Provider Cohorts

BDS is currently developing a training series to prepare enrolled providers to execute their role in the direct billing process.

Providers will be placed in cohorts which will be determined by the date of their enrollment and the size of their organization. The small group structure allows for more targeted dialogue and technical assistance.

Cohort Groups

- Providers will be given a designation of either small provider, medium provider, or large provider.
- Each provider will have 2 spots in the cohort.
- The trainings will begin May 19th from 1-2pm and continue every Friday after at the same time.

Crisis Policy



Crisis Policy Summary

Upon July 1, 2023, BDS is implementing a new Crisis Policy that:

1. Establishes service coordinators as the crisis mitigation and management leads
2. Establishes a process by which providers may expend funds for immediate crisis management activities in advance of the service coordinator completing required documentation. BDS will maintain final review and decision-making authority.
3. Defines crisis situations
4. Lays out specific steps that service coordinators, providers, and area agencies must complete to mitigate and manage crisis situations.

- **The Crisis Policy can be located at the link below.**

<https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/crisispolicyfinal04172023.pdf>

- **The Crisis Policy training is scheduled for May 24th from 2:00-3:30pm.**

Family Engagement



Family Engagement

- BDS is currently developing a webinar that will provide an overview of what individuals and families can expect on the path to compliance. The webinar is set to be released in late May.
- BDS will host 3 in-person family information sessions regarding July 1st compliance. The family information sessions will begin in June.

BDS would like input from the Advisory Committees on best practices when engaging families.

- Times
- Communication (Email, Phone, etc..)
- Family Organizations
- Advocates
- Partnerships

Workgroup Updates

- Waiver Workgroup
- Rate Workgroup



Assessment Focus Group



On April 14th, BDS released an RFP for a vendor to complete the SIS assessments in NH.

What this Means

- BDS is looking for a vendor that will schedule and complete SIS assessments for people receiving developmental disability waiver services.
- The contract will last for two to six years.
- Vendor responses are due at the end of May.

Why it Matters

- Final requirements (in contract) for the vendor are not yet final. This means there is time to weigh in on what's important.
- Scheduling a SIS can sometimes be a logistical challenge for individuals and families. BDS wants to make sure the vendor schedules in an individual-friendly way.
- Many factors can influence the SIS experience for people. These include in-person/ virtual practices, preparation, interviewer behavior, etc. BDS wants to know what individuals and families think a vendor should know about NH to help the vendor be successful.

SIS Vendor Expectations

At minimum, the selected vendor will:

- Schedule SIS assessments
- Train assessors
- Develop relationships with/ collaborate with individuals, families, and community partners to facilitate SIS completion
- Use the most recent version of the SIS and supplemental questions, as determined by the Department
- Schedule assessments within 30 days of a referral (which will be determination of waiver eligibility)
- Ensure interviewers complete an Interviewer Reliability and Qualification Review (IRQR) annually
- Send a PDF version of the final SIS to an individual's area agency or service coordinator
- Have a project coordinator responsible for addressing concerns raised by the respondents and their families, providers, and the Department

To Apply for the Work, Vendors Must:

- Provide experience examples
- Explain how the organization will ensure equitable, measurable, and accurate SIS assessments are completed
- Describe their quality assurance activities
- Explain they will share information with the area agencies

What does the vendor need to know before beginning services in NH?

SIS Assessment Vendor Onboarding Considerations

Some experiences the vendor should know about could include...

Area Agency System
Overview

Current timing/
scheduling flexibilities
that work well for
people (Opportunities
for improvement?)

Communication
Flexibility
Phone, Email, Other

Current locations that
do/ do not work well
for people

The amount of
familiarity people have
with the SIS (Low,
Medium, High)

Common Positive
Experience and
Common Opportunities

What Other States Have Done

Here are some examples of how states have embedded their SIS vendor into their system

Maine

- Released a public workflow of the referral process
- Explained expectations for service coordinators related to the assessment process
- Explained that their vendor will use a script when contacting people to ensure consistency
- Publicly released their Respondent definition

[Source](#)

Virginia

- Released a public workflow of the referral process
- Required service coordinator attendance at the assessment and assigned them specific tasks
- Publicly released a Respondent definition

[Source](#)

ISA Focus Group



New Hampshire Planning Process Open Discussion

So far, we've talked about a *document* (the ISA), but now we would like to talk about *the process*. Please share strengths and opportunities related to....

	Learning about the DD System and available Supports	Completing eligibility with an area agency	Developing and documenting a life vision with an individual	Reviewing and documenting the relationships in a person's life	Reviewing and documenting what supports currently exist in a person's life	Based on an individual's goals and circumstances, developing a plan for services	Sharing that service plan with impacted people	Updating the service plan
For Individuals	✓	✓	✓					
For Families	✓	✓	✓					
For Service Coordinators	✓	✓	✓					

Preliminary Recommendation Log

- Develop a DD System 101 training (potentially a video) that can be shared with families, doctors, and school employees
- Require BDS staff and all service coordinators to complete social role valorization training
- Offer person-centered planning training such as CtLC to teachers
- Provide guidance to families and individuals about how they can use CtLC to put together an “about me” packet to be shared with providers and other staff
- Issue guidance to area agencies that best practice is for service coordinators to attend IEP meetings if invited; develop educational material for families about IEP coordination
- Provide additional information to families about the difference between RSA 171-A eligibility and waiver eligibility
- Provide clear information to families about what timelines are supposed to be followed throughout intake and eligibility
- Explore developing a Person-Centered Planning waiver service.

Updated on 5/4/23